



Change Form Policy

September 21, 2016

Change in type of rating: Providers who have chosen one type of rating (automated, onsite technical or formal, or accredited) and would like to change the type of rating they receive (from automated to onsite, onsite to automated, onsite to accredited or accredited to onsite) must fill out the YoungStar Change form. If the program requests to change the type of rating they receive, and it is **within 140 days of the program's anniversary month** (the month the program was first given a rating in YoungStar), the program is **not eligible** for a rating type change. In this case, the program can request a new rating on their next YoungStar Renewal Contract or Request for Off-Year Services application.

Request for a second rating within a service year: A program may complete a Technical Rating and later request a Formal Rating before they receive their next YoungStar Renewal Contract or Request for Off-Year Services application if the following is true:

- The program already completed a Technical or Automated Rating, but has not completed a Formal Rating during the current service year.
- The program is eligible for a Formal Rating. This means that the program meets 4 or 5 Star minimum requirements in all areas except ERS Observation scores.
- The request is more than 140 days before the first day of the program's anniversary month.

If the program meets these requirements, they can request a formal rating by completing the Formal Rating Request Form (only available through the Local YoungStar Offices). Completed request forms should be returned to the program's Local YoungStar office to be processed.

For programs whose education or training qualifications have changed enough to change their star level:

Providers or directors should update their Program Profiles to reflect the new education or training or new staff members. Once per month, the YoungStar case management system will (re)calculate ratings for all participating programs and, if the education/training has changed enough to move the program up or down a star level, the program's new rating will show up as "pending" in case management on the 16th of that month.

Each local YoungStar office must check the YoungStar case management Pending Ratings Report on the 16th of each month to see if any programs for their service area have a pending rating. The Local YoungStar Office will then be responsible for following up with each program in their service area and letting them know that their ratings are changing. The program must follow the **Maintaining Your Registry Program Profile** policy (http://dcf.wisconsin.gov/youngstar/pdf/keep_program_profile_updated.pdf) regarding documentation and process around ratings moving up or down due to Program Profile changes. After that process has been followed, the Technical Consultant has the responsibility of activating the new rating, if needed.

Timeline: The Local YoungStar Office must contact the program within two weeks of the date the rating appears as pending. If the program does not respond to the contact, the office will attempt to contact the program three additional times (for a total of four attempts) over the next two weeks by varied means, documenting each attempt in the case notes. The fourth attempt should be a registered letter to the program telling them one of two things:

- A) The educational qualifications of the program have increased enough to move the rating up. The program needs to contact the local YoungStar office to confirm this; or
- B) The educational qualifications of the program have decreased enough to decrease the program's star rating. The program's lower rating will be activated in one week. The program can contact the local YoungStar office if they want to discuss this, use their grace period, or think there has been a mistake.

If the program does not respond, the Department and the local YoungStar office hold no responsibility for decreases in Wisconsin Shares subsidy amounts to enrolled families and/or decreased YoungStar Quality Adjustments as a result of the decrease in YoungStar rating.

Providers are only entitled to one rating per year. **If a program's training or education increases or decreases before the program's next required or optional rating, a change to the program's YoungStar rating may be made as a courtesy to programs. It is not a right of the program to have his or her YoungStar rating changed more than once per year, even if education or training levels change.**

Example 1: Sue is a family child care program in Dane County and she has 9 credits and is working toward an Infant/Toddler Credential but is not there yet. She worked with Gina from 4-C in Madison to do a self-assessment with a QIP; she has a budget and is on CACFP for 4 points in YS. She also earned 4 other optional points. She receives her 2 Star rating in June with a total of 11 points.

In December, she finishes her Infant/Toddler Credential and updates her Program Profile in The Registry. Case management pulls information from The Registry on the 15th of the month following the date Sue's information is verified by The Registry. The case management system sees Sue has the Infant/Toddler Credential and it has been verified by the Registry on December 20th. Sue has now met the minimum education level for 3 Star plus she has earned 12 total points in YoungStar. Case management generates a new "pending" rating for Sue on January 15th. This pending rating shows up under the Reports section in case management on January 16th.

The following week, Amy at 4-C Madison checks the pending queue and sees that Sue has a pending rating and that Gina was Sue's original TC. Gina calls Sue and lets Sue know that her YoungStar rating has been recalculated, and is now coming through as a 3 Star rating. Then, once Sue confirms this information, Gina goes into case management and approves the new rating. Once approved, the new rating will replace the old one on the public website and will be active on the 1st of February.

Example 2: Tina is a group child care center director with four lead teachers. They were assigned a 2 Star rating on August 15th because they met all the education and training qualifications to be a 3 Star, they participate in CACFP and they have a budget but they only earned 9 total points—not enough to move to the 3 Star level. Then, in December, they integrate 60 minutes of physical activity and individual child portfolios. This would earn them the two additional points they needed to become a 3 Star program. However, the center's rating WILL NOT change until their next rating because the Technical Consultant can only come back out to the program to verify these points once per service year. At the next rating, the Technical Consultant will verify the new points and the center would likely move to a 3 Star rating.